

## Community Information Updates From Managed Care

This information is being sent to communities throughout Washington to keep you up-to-date on MAA's managed care program. Included are brief summaries of current issues and links to Web sites where you can get detailed information about the topics. Watch for future issues in your e-mail and on our Web page at

<http://maa.dshs.wa.gov/HealthyOptions/>.

### Healthy Options-Managed Care Updates

***NEW Healthy Options Enrollment Books!*** MAA is pleased to announce that a new and improved Healthy Options Enrollment book is now available. The new book is DSHS publication number 22-542(X) (Rev 5/04) and includes information about the Healthy Options program as well as the available managed care health plans for all clients. To order the books please go to our Publications website at: <http://maa.dshs.wa.gov/CustomerPublications> and follow the links to the Department of Printing General Store.

***Annual Client Notices:*** MAA will be sending out the federally required annual notice letter to clients in October informing them about their disenrollment rights and health plan choices beginning January 2005. MAA will post copies of the client letters to the Healthy Options website at: <http://maa.dshs.wa.gov/HealthyOptions/>

***2005 Healthy Options Service Areas:*** If any managed care health plan, wishes to change the areas where they provide services, the plan must notify MAA by October 1, 2004. At this time, MAA believes all health plans will continue serving our Healthy Options clients in the same areas/counties as they currently do. Look for more information on this in our November update.

***Healthy Options Benefits:*** You can find a quick reference guide to benefits covered by Healthy Options managed care plans at:  
<http://fortress.wa.gov/dshs/maa/HealthyOptions/pdffiles/2003/2003BENEFITMatrix082903.pdf>

***Healthy Options e-mail address:*** MAA's managed care program has a separate e-mail address to answer questions or concerns from community providers and health plans. Please send your questions to [HealthyOptions@dshs.wa.gov](mailto:HealthyOptions@dshs.wa.gov).

### HIPAA Project Status Update

***Need HELP With HIPAA Compliance?*** — MAA is pleased to announce a new HIPAA support option that is available to Medicaid Providers! The HIPAA E-Help Desk is available to offer assistance with HIPAA questions. For E-Help Desk assistance contact us at: [hipaa-help@dshs.wa.gov](mailto:hipaa-help@dshs.wa.gov) by email or to reach the E-help desk by phone, call 1-800-562-6188 and choose option 4.

***FREE Web Portal Now Available*** - Providers who would like to access the free WaMedWeb application can enroll now by contacting ACS EDI Gateway via telephone at 1-800-833-2051 or at: <https://wamedweb.acs-inc.com/wa/general/home.do>. WaMedWeb can help providers be HIPAA compliant when:

- Verifying a client's eligibility for Medicaid,
- Inquiring about the status of their claims or
- Checking the latest Provider Warrant Summary.

**Health Care Eligibility Benefit Inquiry and Response (270/271 HIPAA transaction)**

Used by providers to determine whether a client is eligible for a service. This eligibility benefit inquiry will have the same level of information that is available to providers now through Medical Eligibility Vendors (MEVs). Unlike MEVs, it's free using the internet to access the information!

**Health Care Claim Status Inquiry and Response (276/277 HIPAA transaction)**

Used by providers to electronically check on a claim's status, significantly reducing or eliminating time spent on the phone. MAA's phone lines are always very busy. Using the internet to access information will save time and money.

**Provider Warrant Summary** – Using WaMedWeb you can find out recent warrant summary (date, Remittance Advice number and amount paid) information for your business.

***Confused about Medicaid Provider ID numbers?*** MAA currently assigns a Medicaid Provider ID number to each provider who signs a Core Provider Agreement. When a provider submits claims electronically or enrolls with ACS EDI-Gateway they are also assigned a Submitter ID number to access the system and conduct electronic transactions. For more information about Medicaid Provider ID and Submitter ID numbers please contact MAA's Provider Enrollment section at (800) 545-0544 or ACS EDI Gateway at (800) 833-2051.

***Attention - Providers, billing agents, and or clearinghouses*** who are currently in the process of (or are planning to) bill MAA in the ASC X12N format -- The Washington State Medicaid Provider number is required in the referring provider number field of your claims submission. Please refer to the ANSI ASC X12N 837 Companion Guide Version 1.05, pages 37 and 38. Entering a Unique Provider Identification Number (UPIN) in this field will prevent or delay payment of your claim. If you do not have the Washington State Medicaid Provider number, you may contact Washington State Medicaid Provider Enrollment section for assistance at (800) 545-0544. For more information or concerns about MAA and the electronic HIPAA transactions, send your questions to [HIPAAcommunications@dshs.wa.gov](mailto:HIPAAcommunications@dshs.wa.gov)

***Make the Switch Now!*** 99.5% of all pharmacy claims were submitted in the HIPAA compliant National Counsel for Prescription Drug Programs (NCPDP) 5.1 format version. MAA is increasing efforts to complete the transition of Pharmacy Providers from the 3.2 format version of the software to the 5.1 HIPAA compliant format. Please contact your software vendor to request an upgrade of your Medicaid billing software from the 3.2 to the 5.1 NCPDP format. Contact the MAA HIPAA E-Help Desk for any additional assistance with this transition at (800) 562-6888 option # 4.

## **Regular Reports and Reminders**

***Healthy Options Enrollment*** – Monthly enrollment information in managed care by county is available at: <http://maa.dshs.wa.gov/HealthyOptions/HOEnrollmentdata.html>

***Billing Instructions*** - MAA's Billing Instructions are updated and revised using numbered memos as changes occur in the numerous programs and benefits. **The complete Physician Related RBRVS billing guide was updated effective July 2004.** Check it out and make sure you are using the most current information, and then please check for changes frequently at the following website: <http://maa.dshs.wa.gov/Download/Newrelease.html>. The complete list of billing instructions by program/category can be downloaded from: <http://maa.dshs.wa.gov/Download/PublicationsFees.htm>

***HIPAA E-Help Desk*** – Contact MAA's HIPAA E-help desk at: **1-800-562-6188 Option 4** with your electronic claim and HIPAA transaction questions.

***DSHS Mental Health Division (MHD)***: MHD has developed a new and improved website! Of course, it is subject to continuous quality improvement. MHD will use this website as their primary way to communicate information to their stakeholders. Please check it out and mark it as one of your favorites. <http://www1.dshs.wa.gov/Mentalhealth/>